

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S100	1	(*6,463,148*).PN.	US-PCPUB; USPAT	OR	OFF	2008/06/02 13:08
S101	363	predict\$4 with (media channel communication) near2 type	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 13:11
S102	8	predict\$4 with (media channel communication) near2 type same (user adj interface)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 13:11
S103	8	predict\$4 with (media channel communication) near2 type same (gui multi\$modal user adj interface)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 13:12
S105	81	predict\$4 with (multi \$modal)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 13:15
S107	363	predict\$4 with (media channel communication) near2 type	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 13:25
S109	2	((("6058435") or ("6771765")).PN.	US-PCPUB; USPAT	OR	OFF	2008/06/02 13:33
S110	683	{multimedia multi adj media multi\$media multi \$channel multi adj channel) same call adj center	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 13:35
S111	1	(*7315616*).PN.	US-PCPUB; USPAT	OR	OFF	2008/06/02 13:36
S115	1	(*5,621,789*).PN.	US-PCPUB; USPAT	OR	OFF	2008/06/02 13:46
S116	1	(*6,226,287*).PN.	US-PCPUB; USPAT	OR	OFF	2008/06/02 13:54
S117	8	predict\$4 with (action interaction) with {media channel communication) near2 type	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 13:56

S118	7	predict\$4 adj3 (media channel communication) near2 type with (input selection select\$3)	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 13:59
S119	275	(715/708) CCLS,	US-PGPUB, USPAT	OR	OFF	2008/06/02 14:00
S121	74	("5757904") URPN	USPAT	OR	ON	2008/06/02 14:04
S124	6	monitor\$3 near2 (input activity select\$3) with predict\$6 near2 (media channel communication)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:12
S127	462	monitor\$3 near2 (input activity select\$3) with predict\$6	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:18
S128	5	monitor\$3 near2 (input activity select\$3) with predict\$6 and call adj center	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:18
S130	5	monitor\$3 near2 (input activity select\$3) with predict\$6 with interface	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:20
S131	16	(context\$sensitive context adj sensitive) with (call adj center call\$center)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:23
S132	81	("4692817"   "5101425"   "5434906"   "5493692"   "5535323"   "5537470"   "5642410") PN, OR ("5757904") URPN	US-PGPUB; USPAT; USOCR	OR	ON	2008/06/02 14:28
S133	8	(context\$sensitive context adj sensitive context) with (input activities) with (call adj center call\$center)	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:29
S134	25	(context\$sensitive context adj sensitive context) with (input activities) same (call adj center call\$center)	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:30

S136	1317	{context\$ sensitive context adj sensitive context) with (input activities) with (channel connection email e\$ mail telephone)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:32
S137	46	{context\$ sensitive context adj sensitive context) with (input activities) with (channel connection email e\$ mail telephone) and call adj center	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:33
S139	43	{context\$ sensitive context adj sensitive context) with (input activities) with (channel connection email e\$ mail telephone communication) near3 (facilitat\$3 establish \$6)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 14:36
S141	74	("5757904") URPN.	USPAT	OR	ON	2008/06/02 14:41
S143	24	{context\$ sensitive context adj sensitive context) with (input activities) with (channel connection email e\$ mail telephone communication) with (suggest\$3 recommend\$6)	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 15:18
S145	264	{context\$ sensitive context adj sensitive context) with (input activities) with (channel connection communication) and (email e\$ mail) and telephone	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 15:21
S146	147	{context\$ sensitive context adj sensitive context) with (input activities) with (channel connection communication) and (email e\$ mail) same telephone	US-PCPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 15:22
S148	1	("20020161862") PN.	US-PCPUB; USPAT	OR	OFF	2008/06/02 15:54
S151	1487	(719/328).CCLS.	US-PCPUB; USPAT	OR	OFF	2008/06/02 15:57

S152	847	{719/321}.CCLS.	US-PGPUB, USPAT	OR	OFF	2008/06/02 15:57
S153	978	{719/318}.CCLS.	US-PGPUB, USPAT	OR	OFF	2008/06/02 15:57
S154	1048	{719/310}.CCLS.	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	OFF	2008/06/02 15:57
S155	1402	{709/205}.CCLS.	US-PGPUB; USPAT	OR	OFF	2008/06/02 15:57
S156	34	{call adj center same work adj (item object)}	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 16:16
S157	20	{call adj (center agent) with (toolbar tool adj bar)}	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 16:57
S158	467	{call adj (center agent) with (gui user adj interface)}	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 17:01
S159	24	{call adj (center agent) with (gui user adj interface)) with (work task)}	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 17:02
S160	24	{call adj (center agent) with (gui user adj interface)) with (work task)}	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 20:26
S161	5	{call adj (center agent) with (gui user adj interface)) with (job)}	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 20:27
S162	25	{call adj (center agent) same (gui user adj interface)) with (work task)}	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 20:32
S163	28	{call adj (center agent) same (gui user adj interface toolbar tool adj bar)) with (work task)}	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 20:43

S165	64	{ "20020026335"   "20020032809"   "20020042845"   "20020144233"   "20030009520"   "20030014598"   "20030018702"   "20050003812"   "20050010526"   "5506898"   "5524147"   "5555365"   "5594791"   "5699361"   "5734852"   "5754830"   "5805886"   "5828882"   "5884032"   "5894512"   "5905879"   "5915011"   "5946399"   "5961620"   "5964836"   "5983019"   "6058435"   "6064730"   "6092102"   "6108695"   "6118899"   "6134318"   "6138158"   "6154209"   "6175564"   "6199104"   "6243452"   "6263066"   "6300947"   "6314451"   "6332154"   "6389132"   "6449260"   "6449646"   "6463292"   "6480600"   "6493695"   "6493760"   "6507868"   "6587556"   "6681010"   "6690788"   "6694352"   "6704409"   "6718370"   "6718393"   "6763384"   "6771765"   "6816880"   "6832203"   "6879586"   "6963783"   "6978311"   "7093199" ) .PN.	US-PGPUB, USPAT; USOCR	OR	ON	2008/06/02 20:57
S166	133	{call adj (center agent) same (multichannel multi \$channel (multiple plurality multi) adj channel))	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:02
S167	5	{call adj (center agent) and (gui user adj interface toolbar tool adj bar)) with (work task) with (select \$3 activat\$4)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:02
S168	54	call adj (center agent) and (gui user adj interface toolbar tool adj bar) with (work task) with (select\$3 activat\$4)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:03

S169	54	call adj (center agent) and ((gui user adj interface toolbar tool adj bar) with (work task) with (select\$3 activat\$4))	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:03
S171	1	(*20070192414*).PN.	US-PGPUB, USPAT	OR	OFF	2008/06/02 21:12
S172	9	call adj (center agent) and ((gui user adj interface toolbar tool adj bar) with button with (work task job) with (select\$3 activat\$4))	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:14
S173	428	((gui user adj interface toolbar tool adj bar) with button with (work task job) with (select\$3 activat\$4))	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:15
S174	31	call adj (center agent) and ((gui user adj interface toolbar tool adj bar) with button with (work task job))	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:15
S176	1862	call adj (center agent) with (gui interface tool adj bar tool\$bar)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:16
S177	30	call adj (center agent) with (gui interface tool adj bar tool\$bar) with (button)	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:16
S179	14	call adj (center agent) with (gui interface tool adj bar tool\$bar) with (icon)	US-PGPUB; USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:24
S181	10	call adj (center agent) same (gui interface tool adj bar tool\$bar) with (icon button) with (command driver)	US-PGPUB, USPAT; USOCR; EPO; DERWENT; IBM_TDB	OR	ON	2008/06/02 21:25

6/3/08 8:35:46 AM

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